



# DIFP

Department of Insurance,  
Financial Institutions &  
Professional Registration

## JOB OPENING

**TITLE:** Investigator II

**LOCATION:** Investigations Section, Division of Consumer Affairs, Jefferson City, Missouri

**MINIMUM SALARY:** \$35,340 (Salary will be commensurate with relevant qualifications and experience)

**SCREENING DATE:** Screening to begin January 17, 2014.

### **DEFINITION:**

This is advanced investigative work in investigating complaints against insurance producers and business entity producers involving all lines of insurance. An employee in this position conducts complex civil and administrative investigations of insurance producers and business entity producers. Work includes responsibility for analyzing and evaluating facts and evidence to support any administrative actions and/or prosecutions that may be necessary. Guidance and supervision is received from the Chief of Investigations; however, the employee is expected to self-direct their investigative caseload with minimal intervention. Cases will routinely be discussed with the Chief of Investigation for soundness of judgment and feasibility of investigative decisions.

### **EXAMPLES OF WORK PERFORMED:** (Duties and responsibilities may be added, deleted, or changed at any time at the discretion of management, formally or informally, either verbally or in writing.)

Reviews and investigates complaints made against insurance producers, business entity producers, unlicensed individuals and entities who are suspected of operating without a valid license and/or violating insurance laws. Interviews and takes statements from complainants, witnesses, and other sources to be used in investigation and potential legal proceedings. Communicates by telephone or in writing to gain additional information or related facts of investigation. Examines and analyzes a variety of records in order to secure information concerning suspected violations of state law pertaining to all lines of insurance. Gathers, assembles, preserves facts, statements and affidavits and other evidence for use in legal actions and prepares complete written report of each investigation suitable for presentation before other regulatory agencies or court. Works with law enforcement and other regulatory agencies in developing cases.

### **EXAMPLES OF REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

Working knowledge of laws, rules, and regulations pertaining to insurance. Working knowledge of insurance practices. Considerable knowledge of principles of identification, preservation and presentation of evidence. Ability to determine scope of and conduct an investigation. Ability to communicate and work effectively with departmental staff, other state and local agency staff, witnesses, police units, attorneys, insurance company representatives, the business community, and the general public. Ability to contact witnesses and public officials under conditions requiring tact and good judgment. Considerable knowledge of interviewing techniques, including effective methods of obtaining information from hostile or reluctant witnesses. Ability to write clear and concise reports.

### **EXPERIENCE AND TRAINING QUALIFICATIONS:**

Three years of experience in one or more of the areas listed below, and graduation from an accredited four-year college or university with specialization in criminal justice, law enforcement, criminology, business administration, social sciences, Environmental Sciences or a closely related field. (Completion of the CPCU, CLU, or FLMI designations may be substituted for one year of the required experience.) **AREAS OF QUALIFYING EXPERIENCE:** Experience in law enforcement, insurance or complaint investigations, other criminal or civil investigations, or comparable investigatory experience. Professional experience as an insurance underwriter, claims specialist, agency manager, or closely related insurance experience with all lines of insurance. Prefer applicants with experience with legal procedures, insurance claims and general insurance agency operation.

### **SEND COMPLETED APPLICATION FORM TO:**

**DIFP – Human Resources**  
**Attn: Investigator II**  
**P. O. Box 690**  
**Jefferson City, MO 65102**